

DEPARTMENT OF SOCIAL SERVICES

10877 Conductor Blvd. Suite 200, Sutter Creek, CA 95685 PHONE (209) 223-6550



October 5, 2009

OCT 06 2009

Civil Rights Bureau
California Department of Social Services
744 P Street, M/S 6-70
Sacramento, CA 95814

Attention: Ramon S. Lopez

Dear Mr. Lopez:

Attached is Amador County Department of Social Services Correction Action Plan in response to the Civil Rights Compliance Review conducted July 8-9, 2009.

Respectfully,

Mathew Zanze
Director/Public Conservator
Amador County Department of Social Services

Attachment

Amador County Department of Social Services

Civil Rights Corrective Action Plan

The following Corrective Action Plan is submitted to comply with Division 21 regulation requirements.

Signage, posters, pamphlets-Was the Pub 13 available in large print, audiocassette and Braille.

Pub 13 not available in audio.

Actions to be taken:

The day after the civil rights review eight audio cassettes were located and placed in the reception area for use by the visually impaired. Audio cassette players are available for checkout.

Completion Date:

7/9/09.

(ISA) International Symbol of Accessibility sign missing at lobby entrance.

Actions to be taken:

County Facilities Manager has been contacted and the appropriate sign has been posted.

Completion Date:

10/5/09.

Timely Services-Must ensure that bilingual/interpretive services are prompt and without undue delay.

In one of the Spanish case files it was documented there was a delay in getting an interpreter to explain a disability question.

Actions to be taken:

A bilingual eligibility worker was hired November 1, 2008 and all staff is aware of the availability of "Language Line".

Each unit supervisor has met with staff and provided in-service training regarding the requirements of MPP Division 21-116.

Completion Date:

9/28/09.

Amador County must ensure that proper documentation is kept in the file that identified all the required elements to ensure MPP Division 21-116 requirements.

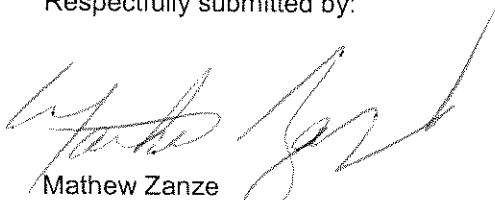
Actions to be taken:

Each unit supervisor has met with staff and provided in-service training regarding the requirements of MPP Division 21-116.

Completion Date:

9/28/09.

Respectfully submitted by:



Mathew Zanze
Director/Public Conservator
Amador County Department of Social Services